

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for providing a real-time counseling service by using a network, the method comprising:

receiving click information on a counseling link from a user computer, the counseling link being selected by a user on a webpage of a site including a plurality of webpages including a plurality of counseling links ~~or receiving a query including information concerning at least one of counseling, data retrieval, and a goods purchase from a user computer operated by a user;~~

~~generating an identification code in accordance with the query using a database including query categories or~~ in accordance with the click information;

determining a counselor among a plurality of counselors based on the identification code; and

creating a counseling room in which the user and the counselor can engage in interactive counseling ~~using the user computer and a counselor computer, respectively,~~

wherein the identification code corresponds to the counseling link, and the counseling link is selected by the user to determine the counselor among the plurality of counselors ~~includes a query contents~~

~~identification corresponding to the query or corresponding to the
click information to determine at least one proper counselor from a
plurality of counselors.~~

2-6. (Canceled).

7. (Currently Amended) The method of claim 1, wherein the counseling room is a cyber space in which the user and the counselor can engage in interactive counseling by using ~~the query and the identification code~~ in real time.
8. (Currently Amended) The method of claim 1 or 7, wherein the counseling room is a chat room ~~corresponding to the query~~, and the user can carry on an electronic business (e-business) by using URLs of electronic business malls that are provided in the chat room.
9. (Currently Amended) A method for providing data for creating a counseling room at a service-providing server, where the service-providing server is coupled with a counseling server that provides a user with the counseling room by using a network, the method comprising:

receiving ~~a query~~ click information on a counseling link from a user
computer ~~operated by the user~~, the counseling link being selected
by the user on a webpage of a site including a plurality of
webpages including a plurality of counseling links ~~wherein the~~

~~query includes information concerning at least one of counseling,
data retrieval, and a goods purchase;~~
generating an identification code in accordance with the click information
~~corresponding with the query using a database including query-~~
~~categories; and~~
transmitting ~~the query and~~ the identification code to the counseling server,
where the counseling server determines a counselor based on the
identification code and creates the counseling room for counseling
between the user and the counselor ~~using the user computer and a~~
~~counselor computer, respectively,~~
wherein the identification code corresponds to the counseling link, and the
counselor link is selected by the user to determine the counselor
among a plurality of counselors ~~includes at least one of language-~~
~~information, the service providing server's information, a~~
~~query contents identification, the user's location information, and~~
~~the counseling server's information.~~

10-14. (Canceled).

15. (Currently Amended) The method of claim 9, wherein the counseling room is a cyber space in which the user and the counselor can engage in interactive counseling by using ~~the query and~~ the identification code in real time.

16. (Currently Amended) The method of claim 9 or 15, wherein the counseling room is a chat room ~~corresponding with the query~~, and the user can carry on an electronic business (e-business) by using URLs of electronic business malls that are provided in the chat room.
17. (Currently Amended) A method for providing a user with a counseling room at a counseling server, the counseling server being coupled with a service-providing server by using a network, the method comprising :
- receiving ~~a query~~ click information on a counseling link from a user
computer and an identification code from the service-providing
server, wherein the counseling link is selected by the user on a
webpage of a site including a plurality of webpages including a
plurality of counseling links;
- determining a counselor among a plurality of counselors based on the
identification code; and
- creating the counseling room in which the user and the counselor can
engage in interactive counseling ~~using a user computer and a~~
~~counselor computer, respectively~~, wherein:
- the ~~query~~ click information is transmitted from the user computer to the
service-providing server ~~includes information concerning at least~~
~~one of counseling, data retrieval, and a goods purchase;~~
- the identification code is generated ~~in accordance with the query using a~~
~~database including query categories or~~ in accordance with the click

information on ~~[[a]]~~ the counseling link on ~~[[a]]~~ the webpage, the click information being transmitted from the user computer to the service-providing server;

~~the identification code includes a query contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors; and~~

the identification code corresponds to the counseling link, and the counseling link is selected by the user to determine the counselor among the plurality of counselors ~~includes at least one of language information, the service-providing server's information, and the user's location information.~~

18-22. (Canceled).

23. (Currently Amended) The method of claim 17, wherein the counseling room is a cyber space in which the user and the counselor can engage in interactive counseling by using ~~the query and~~ the identification code in real time.
24. (Currently Amended) The method of claim 17 or 23, wherein the counseling room is a chat room ~~corresponding with the query~~, and the user can carry on an electronic business (e-business) by using URLs of electronic business malls that are provided in the chat room.

25. (Currently Amended) An apparatus for providing a real-time counseling service by using a network, the apparatus comprising:

receiving means for receiving click information on a counseling link from a user computer, the counseling link being selected by a user on a webpage of a site including a plurality of webpages including a plurality of counseling links ~~or receiving a query including information concerning at least one of counseling, data retrieval, and a goods purchase from a user computer operated by a user;~~
and

controlling means for generating an identification code ~~corresponding with the query,~~ determining a counselor based on the identification code, and creating a counseling room in which the user and the counselor can engage in interactive counseling ~~using the user computer and a counselor computer, respectively,~~ wherein:

the identification code is generated ~~in accordance with the query using a database including query categories~~ or in accordance with the click information;

~~the identification code includes a query contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors;~~ and

the identification code corresponds to the counseling link, and the
counseling link is selected by the user to determine the counselor
among a plurality of counselors ~~includes at least one of language-~~
~~information, a service-providing server's information, and the user's~~
~~location information.~~

26. (Currently Amended) An apparatus for providing data for creating a counseling room, the apparatus being coupled with a counseling server that provides a user with the counseling room by using a network, the apparatus comprising:

receiving means for receiving a query click information on a counseling
link from a user computer, the counseling link being selected by the
user on a webpage of a site including a plurality of webpages
including a plurality of counseling links ~~operated by the user, the~~
~~query including information concerning at least one of counseling,~~
~~data retrieval, and a goods purchase;~~

generating means for generating an identification code in accordance with
the click information ~~corresponding with the query using a database~~
~~including query categories; and~~

transmitting means for transmitting ~~the query and~~ the identification code to
the counseling server, where the counseling server determines a
counselor based on the identification code[[,]] and creates the
counseling room in which the user and the counselor can engage in

~~interactive counseling using the user computer and a counselor computer, respectively,~~

wherein the identification code corresponds to the counseling link, and the counseling link is selected by the user to determine the counselor among a plurality of counselors ~~includes at least one of language information, a service-providing server's information, a query contents identification, the user's location information, and the counseling server's information.~~

27. (Currently Amended) An apparatus for providing a user with a counseling room, the apparatus being coupled with a service-providing server by using a network, the apparatus comprising:

receiving means for receiving ~~a query~~ click information on a counseling link from a user computer and an identification code from the service-providing server, wherein the counseling link is selected by the user on a webpage of a site including a plurality of webpages including a plurality of counseling links; and

controlling means for determining a counselor based on the identification code~~[[,]]~~ and creating the counseling room in which the user and the counselor can engage in interactive counseling ~~using a user computer and a counselor computer, respectively,~~ wherein:

the ~~query~~ click information is transmitted from the user computer to the service-providing server ~~includes information concerning at least one of counseling, data retrieval, and a goods purchase;~~

the identification code is generated ~~in accordance with the query using a database including query categories or~~ in accordance with the click information on ~~[[a]]~~ the counseling link on ~~[[a]]~~ the webpage, the click information being transmitted from the user computer to the service-providing server;

~~the identification code includes a query contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors; and~~

the identification code corresponds to the counseling link, and the counseling link is selected by the user to determine the counselor among a plurality of counselors ~~includes at least one of language information, the service-providing server's information, and the user's location information.~~

28. (Currently Amended) An apparatus for providing a real-time counseling service by using a network, the apparatus comprising:
- a storage device; and
 - a processor coupled to the storage device,

wherein the storage device stores a program for controlling the processor,
and the processor, being operative with the program, executes a
method comprising:

receiving click information on a counseling link from a user computer, the
counseling link being selected by a user on a webpage of a site
including a plurality of webpages including a plurality of counseling
links ~~or receiving a query including information concerning at least~~
~~one of counseling, data retrieval, and a goods purchase from a user~~
~~computer operated by a user;~~

generating an identification code ~~in accordance with the query using a~~
~~database including query categories or~~ in accordance with the click
information;

determining a counselor among a plurality of counselors based on the
identification code; and

creating a counseling room in which the user and the counselor can
engage in interactive counseling using the user computer and a
counselor computer, respectively,

wherein~~[[:]]~~ the identification code corresponds to the counseling link, and
the counseling link is selected by the user to determine the
counselor among the plurality of counselors ~~includes a~~
~~query contents identification corresponding to the query or~~
~~corresponding to the click information to determine at least one~~
~~proper counselor from a plurality of counselors; and~~

~~the identification code includes at least one of language information, a
service providing server's information, and the user's location
information.~~

29. (Currently Amended) An apparatus for providing data for creating a counseling room, the apparatus being coupled with a counseling server that provides a user with the counseling room by using a network, the apparatus comprising:

a storage device; and

a processor coupled to the storage device,

wherein the storage device stores a program for controlling the processor,

and the processor, being operative with the program, executes a
method comprising:

receiving ~~a query~~ click information on a counseling link from a user

computer, the counseling link being selected by the user on a
webpage of a site including a plurality of webpages including a
plurality of counseling links ~~operated by the user, the query~~

~~including information concerning at least one of counseling, data
retrieval, and a goods purchase;~~

generating an identification code in accordance with the click information

~~corresponding with the query using a database including query
categories; and~~

transmitting ~~the query and~~ the identification code to the counseling server,

where the counseling server determines a counselor based on the

identification code and ~~generates~~ creates the counseling room in
~~which for counseling between~~ the user and the counselor ~~can~~
~~engage in interactive counseling using the user computer and a~~
~~counselor computer, respectively,~~

wherein the identification code corresponds to the counseling link, and the
counseling link is selected by the user to determine the counselor
among a plurality of counselors includes at least one of language
information, a service-providing server's information, a
query contents identification, the user's location information, and
the counseling server's information.

30. (Currently Amended) An apparatus for providing a user with a counseling room,
the apparatus being coupled with a service-providing server by using a network,
the apparatus comprising:

a storage device; and

a processor coupled to ~~said~~ the storage device,

wherein the storage device stores a program for controlling the processor,

and the processor, being operative with the program, executes a
method comprising:

receiving ~~a query~~ click information on a counseling link from a user

computer and an identification code from the service-providing
server, wherein the counseling link is selected by the user on a

webpage of a site including a plurality of webpages including a plurality of counseling links;

determining a counselor among a plurality of counselors based on the identification code; and

creating the counseling room in which the user and the counselor can engage in interactive counseling using ~~a user computer and a counselor computer, respectively~~, wherein:

the ~~query~~ click information is transmitted from the user computer to the service-providing server ~~includes information concerning at least one of counseling, data retrieval, and a goods purchase;~~

the identification code is generated ~~in accordance with the query using a database including query categories or~~ in accordance with the click information on ~~[[a]]~~ the counseling link on ~~[[a]]~~ the webpage, the click information being transmitted from the user computer to the service-providing server;

~~the identification code includes a query contents identification corresponding to the query or corresponding to the click information to determine at least one proper counselor from a plurality of counselors;~~ and

the identification code corresponds to the counseling link, and the counseling link is selected by the user to determine the counselor among the plurality of counselors ~~includes at least one of language~~

~~information, the service-providing server's information, and the
user's location information.~~

31. (Previously Presented) A method for providing a real-time counseling service at a contents-providing server by using a network, the method comprising:
- providing at least one page in a site corresponding with the contents-providing server having at least one counseling link;
 - when the counseling link is selected by a user, generating an identification code corresponding with the counseling link, and generating basic counseling information by retrieving a database using the counseling link or the identification code; and
 - transmitting the identification code to a counseling server corresponding with the counseling link, wherein:
 - the counseling server provides the basic counseling information to a counselor computer determined based on the identification code such that the user and the counselor can engage in interactive counseling using a user computer and the counselor computer, respectively; and
 - the basic counseling information includes at least one of a webpage accessed by the user just before clicking on the counseling link, a record of the user's activity after linking to a service-providing server, and general examples of counseling related to the webpage.

32. (Previously Presented) The method of claim 31, wherein the identification code includes at least one of language information, the contents-providing server's information, category information, and the counseling server's information.
33. (Previously Presented) The method of claim 32, wherein the identification code further includes user-related information.
34. (Currently Amended) A method for providing a real-time counseling service by using a network, the method comprising:
- receiving an identification code in accordance with a counseling link selected by a user from a contents-providing server, wherein the identification code includes at least one of language information, the contents-providing server's information, category information, and a counseling server's information;
 - determining a counselor based on the identification code;
 - providing basic counseling information to a counselor computer operated by the counselor, the basic counseling information including at least one of a webpage accessed by the user just before clicking on the counseling link, a record of the user's activity after linking to a service-providing server, and general examples of counseling related to the webpage; and

creating a counseling room in which the user and the counselor can
engage in interactive counseling using the identification code in real
time a user computer and the counselor computer, respectively.

35. (Canceled).
36. (Previously Presented) The method of claim 34, further comprising providing a chatting service based on at least one of text, voice, picture board, and picture.
37. (Previously Presented) The method of claim 34, further comprising:
receiving a help request and help contents from the user;
determining a professional counselor based on the help contents;
linking the professional counselor with the counseling room; and
transmitting at least the basic counseling information to the professional counselor.